



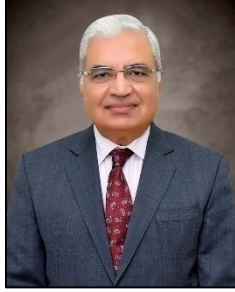
Handbook For Overseas Pakistanis



**Grievance Commissioner Cell
Wafaqi Mohtasib
(Ombudsman)'s Secretariat
Islamabad, Pakistan**

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EJAZ AHMAD QURESHI **Federal Ombudsman**

FOREWORD

Welfare of more than 09 million Pakistani diaspora has always been under special attention of the Wafaqi Mohtasib (Federal Ombudsman of Pakistan) as they not only provide considerable support to their families back home for their socio economic uplift but also contribute meaningfully for the economic stability of the country through substantial remittances from abroad. In the Wafaqi Mohtasib Secretariat, Islamabad a full time Grievance Commissioner is working to redress the complaints of Overseas Pakistanis; and to coordinate with the Ministries/Divisions/Organizations of the Government of Pakistan for facilitation of Overseas Pakistanis.

Focal persons in all Pakistan missions abroad have been appointed for the help and redressal of complaints of Overseas Pakistanis and Head of missions have been directed to fix a day every week for meeting with Overseas Pakistanis without prior appointment. One Window Facilitation Desks for Overseas

Pakistanis have also been established at all international airports of Pakistan in coordination with the Ministry of Overseas Pakistanis & Civil Aviation Authority where representatives of 12 agencies remain present to help the Overseas Pakistanis. These OWFDs are manned round the clock by the representatives of the relevant Agencies to provide instant help and resolve the complaints lodged by the incoming and outgoing Pakistanis.

This booklet has been brought out to further facilitate the Overseas Pakistanis to establish quick contact with the relevant Agencies for seeking the required assistance. The Wafaqi Mohtasib Secretariat is committed to the wellbeing of Overseas Pakistanis. Suggestions and proposals for further improvement in its functioning on this score will be greatly appreciated.

**GRIEVANCE COMMISSIONER
FOR OVERSEAS PAKISTANIS WAFAQI
MOHTASIB SECRETARIAT, ISLAMABAD**

MANDATE

Establishment of the Office of Grievance Commissioner for Overseas Pakistanis is provided for in terms of Section 7 of the Federal Ombudsmen Institutional Reforms Act No.XIV of 2013. It reads as follows:

“(1) the Ombudsman shall appoint or designate an officer not below BPS-21 as a Grievance Commissioner in any Agency against which a large number of complaints are received persistently.

(2) the Grievance Commissioner shall exercise the powers and perform the functions as may be specified by the Ombudsman.”

Accordingly, this facility was created in the Wafaqi Mohtasib Secretariat in 2015 to address individual complaints and systemic issues faced by Overseas Pakistanis on account of any injustice done through maladministration on the part of the Federal Government Ministries/ Divisions/Corporations/ Agencies in the discharge of their official duties and responsibilities.

SCOPE OF WORK

1. The scope of work of the Grievance Commissioner's office shall be regulated by the provisions of Article 2 of the President Order No.1 of 1983 defining maladministration and Article 9 ibid stipulating jurisdiction of the Wafaqi Mohtasib's Office.
2. The complaint lodged by any overseas Pakistani shall be taken up with the relevant Agency for a report/redressal within 15 days of its receipt.
3. In case the Agency fails to redress the grievance, lodged with it, within 30 days, it shall be automatically transferred to the Complaint Management Information System (CMIS) of WMS for further investigation and allocation to the relevant Investigation Officer in terms of Wafaqi Mohtasib (Investigation and Disposal of Complaints) Regulations, 2013.

OPERATIONAL MODALITIES

1. The complaints can be filed through email, post, fax or WhatsApp in any language. Such complaints must contain complete address, CNIC number of the complainant and relevant supporting documents.
2. Complaints falling within the purview of the provincial governments and the AJ&K or related to specific areas of Banking, Insurance, Tax matters and Harassment of women shall be forwarded to the relevant authorities for disposal.
3. Close liaison shall be maintained with the Ministries of Foreign Affairs, Overseas Pakistanis and Human Resource Development and Labour and Manpower to facilitate early redressal of grievances and follow up.
4. Pakistan Missions Abroad, Community Welfare Attaches and Labour Attaches abroad shall be approached through

their respective Ministries to submit monthly report as per the prescribed format indicating the receipt of complaints, status of disposal and pendency to the Grievance Commissioner, Wafaqi Mohtasib Secretariat, Islamabad.

5. The operation of One Window Facilitation Desks (OWFD) at all major Airports in Pakistan shall be strengthened and round-the-clock presence of duty officers from various agencies shall be ensured. These agencies include OPF, PIA, Pakistan Customs, ASF, FIA, CAA, OEC, NADRA, ANF, BE&OE, IMPASS, Ministry of Religious Affairs.
6. Monthly reports shall be obtained from the focal persons of the complaint handling agencies at all airports and displayed on the WMS website.

INTRODUCTION

1. Grievance Commissioner Cell in Federal Ombudsman Secretariat was established in 2015 under section (7) of the Federal Ombudsmen Institutional Reforms Act, 2013, to address the individual and systemic issues of the Overseas Pakistanis related to the Federal Government Ministries, Departments, Organizations and Agencies.
2. Any Overseas Pakistani can lodge his complaint with Grievance Commissioner against Federal Government Ministries /Departments /Organizations /Agencies regarding Mal-administration, delay, inattention or injustice, through e-mail, WhatsApp or by post.

FUNCTIONS/ PERFORMANCE

1. Complaints of Overseas Pakistanis received direct in Grievance Commissioner Office through E-mail/ Dak are handled promptly on daily basis and complainants are kept informed about the progress/ redressal of their cases through E-mail, WhatsApp, Voice messages and Phone.
2. Systemic issues and mass level problems are dealt properly with the relevant Agencies.

PAKISTAN MISSIONS ABROAD

On the initiative taken by the Honorable Wafaqi Mohtasib each Pakistan mission/ consulate abroad appointed a Focal Person and allocated one day in a week for meeting with Overseas Pakistanis to redress their grievances. Detailed monthly progress reports on prescribed proforma are acquired for monitoring purpose.

ONE WINDOW FACILITATION DESKS

One Window Facilitation Desks (OWFDs) were established at 8 International Airports for instant redressal of complaints/problems/ queries of overseas Pakistanis. According to SOPs issued on 18.12.2020, activities of these OWFDs are regularly monitored & monthly progress reports are acquired from all stakeholders. Any Pakistani travelling abroad or coming back to homeland can use services of these desks where representatives of relevant agencies remain present 24/7. Visits of the Airports and meetings with the Focal Persons of under mentioned 12 agencies are conducted by Grievance Commissioner WMS.

1.	Federal Investigation Agency (FIA), Muhammad Tufail Niazi Rd, G-9 Mauve Area G-9/4, Islamabad. Phone: 051-9260093 Fax: 051-9260863 Email: dg@fia.gov.pk
2.	Directorate of Anti-Narcotics Force (ANF) , Plot No. 13, Yamaha Chowk, Industrial triangle, Kahutta Road, Islamabad. Phone: 051-9270173 Fax: 051-9270165 Email: anf@anf.gov.pk
3.	Civil Aviation Authority (CAA) , DG Secretariat, Headquarter, Civil Aviation, Karachi. Phone: 021-99242002, 021-99242003 Fax: 021-99242004 E-mail: dgcaa@caapakistan.com.pk
4.	Airports Security Force (ASF) , ASF Head quarter, B-280 old area, Karachi. Phone: 021-99242598, 021-9924599 Fax: 021-99242596 Email: hqasfops@gmail.com

5.	<p>Pakistan International Airlines (PIA), Safety Building, PIA Head office, Karachi. Phone: 051-9059213, 051-9059336 Fax: 051-9209924 Email: ceo.sectt@piac.aero</p>
6.	<p>National Database & Registration Authority (NADRA), State Bank Building,G-5/2, Islamabad. Phone: 051-9208602 Fax: 051-9208616 E-mail: tariq.malik@nadra.gov.pk</p>
7.	<p>Bureau of Emigration & Overseas Employment (BEOE), Emigration Tower, Plot No.10,Mauve Area, Sector G-8/1, Islamabad. Phone: 051-9107272 Fax: 051-9107270 Email: dg@beoe.gov.pk</p>
8.	<p>Directorate General of Immigration & Passports (DGI&P), Mauve Area, G-8/1, Islamabad. Phone: 051-9107070 Fax: 051-9107071 Email: info@dgip.gov.pk</p>
9.	<p>Overseas Pakistanis Foundation (OPF), G-5/2, Islamabad. Phone: 051-9205122 Fax: 051-9224335 Email: md@opf.org.pk</p>
10.	<p>FBR Model Customs Collectorate, Customs House, Mauve Area G-9/1,Islamabad. Phone: 051-9201938, 051-9209723 Fax: 051-9205308 Email: chairman@fbr.gov.pk</p>

11.	Directorate of Central Health Establishment (CHE), Block 47, Sindh Secretariat, Saddar, Karachi. Phone: 021-99201252 Fax: 021-99202363 Email: directorateche@gmail.com
12.	Overseas Employment Corporation (OEC), PMI Building Auditorium, G-7/1, Islamabad. Phone: 051-9253241, 051-9253250 Fax: 051-9253244 Email: md@oec.gov.pk



One Window Facilitation Desk

SR. NO.	CONTACT DETAILS INTERNATIONAL AIRPORTS OF PAKISTAN	DATE OF ESTABLISHMENT OF OWFD
1.	COO/APM Jinnah International Airport Karachi. Phone: 021-99248690 Fax: 021-99248146 Email: apm.jiap@caapakistan.com.pk	06.08.2015
2.	COO/ APM Allama Iqbal International Airport Lahore. Phone: 042-99240508 Fax: 042-36611507 Email: apm.aiiap@caapakistan.com.pk	09.07.2015
3.	COO/APM Islamabad International Airport Islamabad. Phone: 051-95550703 Fax: 051-95550702 Email: apm.iiap@caapakistan.com.pk	19.05.2015
4.	COO/APM Bacha Khan International Airport Peshawar. Phone: 091-9211507 Fax: 091-9211508 Email: bkiap@caapakistan.com.pk	31.08.2015
5.	COO/APM Quetta International Airport Quetta. Phone: 081-2880212 Fax: 081-9241002 Email: apm.quetta@caapakistan.com.pk	15.10.2015

SR. NO.	CONTACT DETAILS INTERNATIONAL AIRPORTS OF PAKISTAN	DATE OF ESTABLISHMENT OF OWFD
6.	COO/APM Multan International Airport Multan. Phone: 061-9202611 Fax: 061-6306607 Email: apm.multan@caapakistan.com	23.12.2016
7.	COO/APM Faisalabad International Airport Faisalabad. Phone: 041-9201616 Fax: 041-9201617 Email: apm.faisalabad@caapakistan.com.pk	15.07.2016
8.	COO/APM Sialkot International Airport Sialkot. Phone: 052-6633029 Fax: 052-6633023-4 Email: apm@sial.com.pk	09.02.2016

**TABLE OF TOTAL COMPLAINTS REDRESSED/
DISPOSED OF DURING THE YEAR 2021.**

COMPLAINTS	RECEIVED	RESOLVED	DISPOSED OF	UN-RESOLVED
One Window Facilitation Desks	39,604	39,595	--	09
Pakistan Missions Abroad	13,976	11,313	--	2,663
Grievance Commissioner Cell WMS	769	289	480	--
Total	54,349	51,197	480	2,672

SPECIAL STEPS TAKEN DURING 2020-21

1. From the start of pandemic COVID 19, Grievance Commissioner Cell remained busy in resolving the grievances of Overseas Pakistanis especially for return of stranded Pakistanis and repatriation of dead bodies of late overseas Pakistanis from different countries to their native lands in Pakistan. During this period, hundreds of Pakistanis approached Federal Ombudsman Secretariat through different means and were helped out.
2. Arrangements were made for return of more than 400 students from Saudi Arabia Kyrgyzstan & China to Pakistan.
3. Hearing of complainants through WhatsApp, counselling and legal assistance to Overseas Pakistanis prisoners through our embassies/ missions is a regular feature of GC office.
4. Updated information regarding Grievance Commissioner Cell WMS has been placed on the website of stakeholder agencies, alongwith Phone Nos., E-mails and Help line No. 1055.

**COMPARISON OF NUMBER OF COMPLAINTS
RECEIVED FROM 1ST JANUARY TO 30TH JUNE 2021
AND 2022 (6 MONTHS)**

Complaints received	2021	2022	Increase	Percentage
One Windows Facilitations Desks	13,500	54,997	41,497	307.39 %
Pakistan Missions Abroad	8,408	11,310	2,902	34.51 %
Grievance Commissioner Cell WMS	199	439	240	120.60 %
Total	22,107	66,746	44,639	201.92 %

INITIATIVES TAKEN BY THE FEDERAL OMBUDSMAN OF PAKISTAN FOR OVERSEAS PAKISTANIS.

1. Appointment of full time Grievance Commissioner in Wafaqi Mohtasib Secretariat.
2. Appointment of Focal Person in 12 relevant Agencies.
3. Meeting with complainants by Head of Missions abroad once a week without any appointment.
4. Counseling and legal assistance for Overseas Pakistani Prisoners.
5. Online appointment system in Pakistan Missions abroad.
6. Resolution of issues through Helpline, Toll free and emails (1055).
7. Ensuring Machine Readable Passport (MRP) Facilitation for Overseas Pakistanis in every foreign country which has more than 10 thousand Pakistanis.
8. Mounting of awareness chart in all Pakistan Foreign Missions regarding lodging of complaints with G.C Cell.
9. Resolution of complaints within 30 days, maximum 60 days.
10. Issuance and Renewal of NICOP at airports.
11. Cognizance on Monthly Reports received from Missions/Community Welfare Attaches.
12. Automation in Bureau of Emigration & Overseas Employment.
13. Facilitation in Home Remittances and issuance of Sohni Dharti FERC Card.
14. Settlement of Workers insurance Claim and increase in period of coverage from two years to five years.

15. Overseas Pakistanis' systemic issues taken up by the Grievance Commissioner with the relevant authorities such as National Database & Registration Authority (NADRA), D.G. Passport, Federal Investigation Agency (FIA), Overseas Pakistanis Foundation (OPF), Pakistan International Airlines (PIA), Customs, Civil Aviation Authority (CAA), etc. for urgent resolution.
16. Establishment of One Window Facilitation Desks at all international airports in Pakistan to facilitate incoming and outgoing Pakistanis. Duty officer or focal person of each Agency is urgently processing complaints lodged by Overseas Pakistanis by coordinating with other Agencies. Suggestions/Complaint boxes are placed at One Window Facilitation Desks and at different places of airports by Civil Aviation Authority.
17. Cognizance on monthly reports received from One Window Facilitation Desks.
18. Installation of surveillance cameras for security purpose by Civil Aviation Authority at One Window Facilitation Desks.
19. Availability of Universal Toll-Free Number (092-51-111-040-040), Fax Machine and E-mail facilities at all One Window Facilitation Desks.
20. Streamlining the issues of Police clearance certificate in coordination with Ministry of Interior and I.B.
21. Curbing the delay in issues of NICOP and POC of Overseas Pakistanis.
22. Displaying of standees, Posters and distribution of Awareness pamphlets by G.C. Cell from time to time through OWFDs regarding lodging of complaints.

Standees placed at Airports

An Initiative of Federal Ombudsman

One Window Facilitation Desk for Overseas Pakistanis

The Following departments are available to resolve the instant Complaints of Overseas Pakistanis:

1. Overseas Pakistanis Foundation (OPF)
2. Pakistan International Airlines Corporation (PIA)
3. Pakistan Customs
4. Airport Security Force (ASF)
5. Federal Investigation Agency (FIA)
6. Civil Aviation Authority (CAA)
7. Overseas Employment Corporation (OEC)
8. National Database & Registration Authority (NADRA)
9. Anti Narcotics Force (ANF)
10. Ministry of Religious Affairs & Interfaith Harmony
11. Bureau of Emigration & Overseas Employment
12. Directorate General of Immigration & Passports

In case of unresolved complaints please contact:

Dr. Inam Ul Haq Javeid
Grievance Commissioner For Overseas Pakistanis
Wafaq Mohtasib (Ombudsman)'s Secretariat
10, Constitution Avenue, G-5/2, Islamabad.

mohtasiboverseasgcommissioner@gmail.com
051-9217259 051-9217224
03009500936 Helpline 1055
www.mohtasib.gov.pk

OPF Universal Access Number
092-51-111-040-040

وفاقی محتسب کے زیر اہتمام قائم کردہ

سمنڈر پار پاکستانیوں کے لئے یکجا سہولیتی مرکز

سمنڈر پار پاکستانیوں کے مسائل کے فوری حل کے لیے درج ذیل ادارے ملنے کے مارا دن چوکس ٹھکانے کی خدمت کے لیے موجود ہیں۔

- 1- اوور سیز پاکستانی فاؤنڈیشن (او پی ایف)
- 2- وفاقی تحقیقاتی ایجنسی (ایف آئی اے)
- 3- پاکستان انٹرنیشنل ایئر لائنز کارپوریشن (پ آئی اے سی)
- 4- پاکستان کسٹمز
- 5- ایئر پورٹ سیکیورٹی فورس (ایس ایف ایف)
- 6- وفاقی تحقیقاتی ایجنسی (ایف آئی اے)
- 7- سوال ایوی ایشن اتھارٹی (سی ایس اے)
- 8- اوور سیز ایمپلائمنٹ کارپوریشن (او ای سی)
- 9- نیشنل ڈیٹا بیس ریکارڈز و رجسٹریشن اتھارٹی (ن ڈ اے)
- 10- اینٹی نارکوٹکس فورس (ای این ایف)
- 11- وزارت مذہبی امور و مذہبی امور اور سہولیت جاتی
- 12- ڈائریکٹوریٹ برائے ایمریشن اور سہولیت جاتی

ڈائریکٹوریٹ جنرل آف ایمریشن اور سہولیت جاتی

پرنسپل خزانہ سمسائی کی سہولت میں ملے گی۔

ڈاکو ایمنٹ ایوی ایشن
کریڈٹ ایڈوانس منسٹر
ایم ای (Ombudsman) کے دفتر
ایم ای 10، کانسٹیٹوشن اونیورسٹی، اسلام آباد۔

mohtasiboverseasgcommissioner@gmail.com
051-9217259 051-9217224
03009500936 Helpline 1055
www.mohtasib.gov.pk

OPF Universal Access Number
092-51-111-040-040



One Window Facilitation Desk – Quetta Airport

**STANDARD OPERATING PROCEDURES (SOPs)
FOR ONE WINDOW FACILITATION DESKS
(OWFDs) AT ALL INTERNATIONAL
AIRPORTS OF PAKISTAN DATED: 18.12.2020**

S. NO	DIRECTIVES	AGENCY INVOLVED
1	<p>One Window Facilitation OWFDs Desks will be operational round the clock (24/7) and all concerned Agencies will ensure the presence of their concerned officials so that no desk would be left unattended.</p> <p>Electronic/bio-metric system may be installed to ensure the attendance of officials working on all OWFDs. The attendance report in this regard will be submitted by Civil Aviation Authority (CAA) & ASF to the Grievance Commissioner of Overseas Pakistanis on monthly basis.</p>	All Agencies including CAA
2	Surprise/monitoring visits will be made off and on for evaluation of staff deputed at all OWFDs and the mechanism for implementing the SOPs for functioning of these OWFDs	OPF & WMS
3	<p>Duty officer of each stakeholder/Agency at all Airports will submit monthly progress report on regular basis to the Head of Agency and OPF will submit a consolidated report to the Grievance Commissioner for Overseas Pakistanis by the 5th of each month.</p> <p>He will properly maintain the record of resolved queries independently and will</p>	All Agencies & OPF

S. NO	DIRECTIVES	AGENCY INVOLVED
	follow-up the unsettled queries till their resolution under intimation to the complainants.	
4	Ministry of Religious Affairs will look after and take care of the passengers particularly during Hajj &Umra season	M/o Religious Affairs
5	PIA will attend and facilitate their passengers at all airports in case of delay in flights and in emergency situation.	PIA
6	Computer, email & WhatsApp facilities at OWFDs counters will remain operative round the clock enabling the complainants to directly communicate with the relevant representative of the Agency if he/she so desires.	All Stakeholders
7	All Heads of Agencies will display on their websites complaints received, action taken on it and suggestions received from Overseas Pakistanis at their respective Airports.	All Agencies
8	Suggestions/Complaints box will be placed at One Window Facilitation Desks (OWFDs) and at different places of airports.	All Agencies
9	Quarterly meetings of all Agencies/stakeholders will be arranged for evaluation, working and suggestions for improvement of OWFDs and other facilities at airports for Overseas Pakistanis. Minutes in this regard would be circulated for information and necessary action to the Heads of Agencies.	WMS/OPF

S. NO	DIRECTIVES	AGENCY INVOLVED
10	Surveillance cameras for security purposes will be controlled by Airport Security Force.	CAA/ASF
11	Universal Toll-Free Number & Fax Machine and other relevant facilities will remain operative round the clock (24/7).	All Agencies
12	Free of cost Electricity and landline telephone facilities will be provided to the OWFDs.	CAA
13	Other public facilities including water dispensers inside airport lounges will be improved to facilitate the Overseas Pakistanis.	CAA
14	Each Agency will be bound to display its contact number/e-mail/web address on boards for the information of Overseas Pakistanis.	All Agencies
15	For awareness of overseas Pakistanis, Names/insignia/flashy display boards of all the Agencies/stakeholders and Federal Ombudsman Secretariat will be displayed at prominent place of OWFDs and other areas of Airports in coordination with CAA.	All Agencies/CAA
16	Standeers of one window facilitation desk will be displayed at prominent places for the awareness of overseas Pakistanis.	OPF/CAA
17	Uniform Resource Locator (URL) for online complaint website (Urdu & English) will be displayed at the OWFDs for the purpose of awareness.	All Agencies

S. NO	DIRECTIVES	AGENCY INVOLVED
18	Immigration/Clearance facilities at OWFD at Lahore Airport need to be increased for Overseas Pakistanis.	FIA/ Customs Department/ CAA
19.	All the staff posted at OWFDs must be given training regarding their polite behavior with the incoming and outgoing overseas Pakistanis.	CAA
20.	A comprehensive brochure published in English & Urdu will be provided by WMS for distribution at all airports.	WMS/All Agencies

MEDIA AWARENESS DRIVE

News, Articles, Columns, reports are published regularly in Urdu Newspapers of USA, UK, Europe, Middle East and other countries, alongwith overseas editions of leading Newspapers of Pakistan.

Participation of Honourable Wafaqi Mohtasib and Grievance Commissioner in webinars arranged in different countries is also a regular feature of awareness.

پاکستان جبرٹلس فورم متحدہ عرب امارات کے وفد کی وفد کی تجویزات

وفاقی ایس ایس جبرٹلس فورم متحدہ عرب امارات کے وفد کی وفد کی تجویزات

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Urdu Leaflet for distribution at OWFDs



(وفاقی محتسب اعجاز احمد قریشی کا پیغام)

سمندر پار پاکستانیوں کے لئے یکجا سہولیتی مرکز

وفاقی محتسب سیکرٹریٹ سمندر پار پاکستانیوں کے تحقیقی مسائل کے فوری حل کے لئے موجود ہے۔ غیر ملکہ مسائل کی صورت میں ہماری ویب سائٹ:

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ای میل: mohtasiboverseasgcommissioner@gmail.com

فون نمبر: 051-9217259 فیکس نمبر: 051-9217224

ہیلپ لائن: 1055

وفاقی محتسب (Ombudsman) سیکرٹریٹ

36-شاہراہ ہمدرد، G-5/2، اسلام آباد

آن لائن شکایات کے لیے: www.mohtasib.gov.pk

Universal Access Number:
092-51-111-040-040

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شاہراہ ہمدرد، اسلام آباد

ادنی ایف نوکل پرن:

18 انٹرنیشنل ایئر پورٹس برقیہ "یکجا سہولیتی مراکز" میں سمندر پار پاکستانیوں کے مسائل حل کرنے کے لئے
درج ذیل ادارے جتنے کے ساتوں دن چہرے کھٹے آپ کی خدمت کے لیے موجود ہیں:

- 1- اور سیزر پاکستانیز فاؤنڈیشن (ادنی ایف)
- 2- پاکستان انٹرنیشنل ایئر لائنز کارپوریشن (پی آئی اے)
- 3- پاکستان کنسٹریکٹرز
- 4- ایئر پورٹ سکیورٹی فورس (ایس ایف ایس)
- 5- وفاقی تحقیقاتی ایجنسی (ایف آئی اے)
- 6- سول ایئر لائنز اتھارٹی (سی اے اے)
- 7- اور سیزر ایکسپانڈنٹ کارپوریشن (ادنی ایف)
- 8- انٹرنیشنل ڈیپارٹمنٹس ایئر لائنز اتھارٹی (ادرا)
- 9- ایٹمی ہارگولس فورس (ایس ایف ایف)
- 10- وزارت مذہبی امور و بین الاقوامی تعلقات
- 11- بیورو آف انٹگریشن اینڈ اور سیزر ایکسپانڈنٹ
- 12- ڈائریکٹوریٹ جنرل آف انٹگریشن اینڈ پاسپورٹس



Overseas Pakistanis Foundation



Pakistan International Airlines



PAKISTAN OVERSEAS EMPLOYMENT COMMISSION



PAK & TAN



MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY GOVERNMENT OF PAKISTAN



پاکستان سول ایئر لائنز اتھارٹی



OVERSEAS EMPLOYMENT COMMISSION



NADRA PAKISTAN



Overseas Pakistanis Foundation



MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY GOVERNMENT OF PAKISTAN



PAKISTAN OVERSEAS EMPLOYMENT COMMISSION



NADRA PAKISTAN

English Leaflet for distribution at OWFDs



(Message of Federal Ombudsman Ejaz Ahmad Qureshi)

One Window Facilitation Desk For Overseas Pakistanis

(An initiative of Federal Ombudsman)

Wafaqi Mohtasib Secretariat is here to instantly redress the genuine grievances of Overseas Pakistanis. In case of unresolved complaints at Facilitation desk, please contact our website:

www.mohtasib.gov.pk/GoPInitiative

Or Contact

Dr. Inam-ul-Haq Javeid

Advisor/ Grievance Commissioner For Overseas Pakistanis

E-mail: mohtasiboverseascommissioner@gmail.com

Phone No. 051-9217259 Fax No. 051-9217224

Helpline No: 1055

Wafaqi Mohtasib (Ombudsman)'s Secretariat
36-Constitution Avenue, G-5/2, Islamabad

For lodging online complaints:

www.mohtasib.gov.pk

OPF Focal Person:

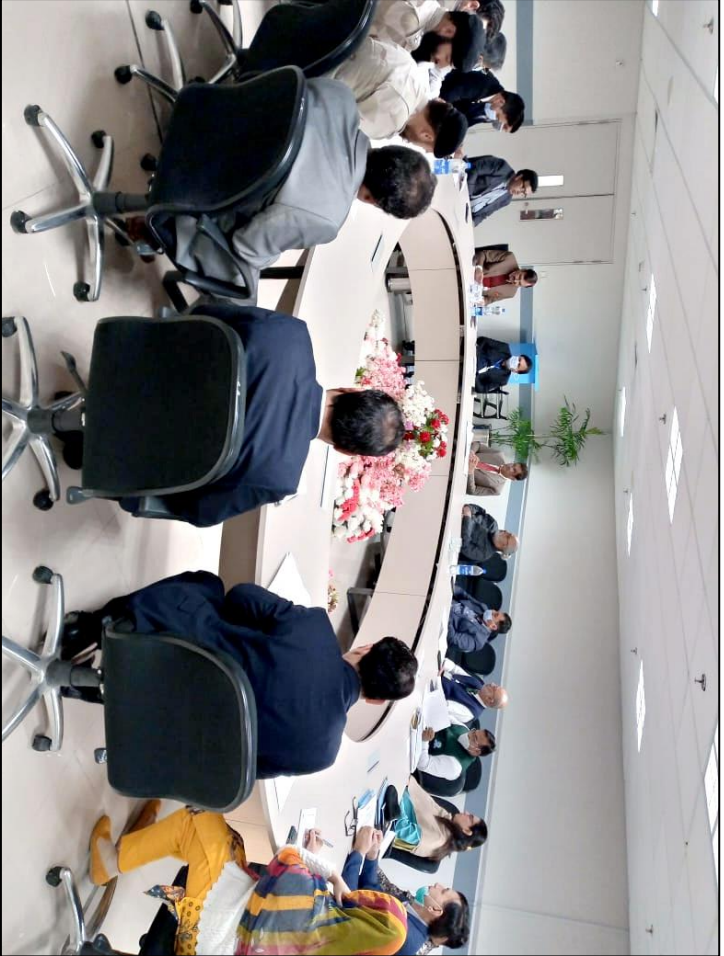
Director (welfare & Services Division) Overseas Pakistanis
Foundation G-5/2 Shahrah-e-Jamhuriat Islamabad

Universal Access Number:
092-51-111-040-040

Following departments are available at "One Window Facilitation Desks" at 8 international airports, round the clock (24/7), to resolve the complaints of Overseas Pakistanis:

1. Overseas Pakistanis Foundation (OPF)
2. Pakistan International Airlines Corporation (PIA)
3. Pakistan Customs
4. Airport Security Force (ASF)
5. Federal Investigation Agency (FIA)
6. Civil Aviation Authority (CAA)
7. Overseas Employment Corporation (OEC)
8. National Database & Registration Authority (NADRA)
9. Anti Narcotics Force (ANF)
10. Ministry of Religious Affairs & Interfaith Harmony
11. Bureau of Emigration & Overseas Employment
12. Directorate General of Immigration & Passports






Meeting of Grievance Commissioner WMS with the representatives of relevant agencies at Islamabad International Airport on (08.03.2022)






*Group Photo with the representatives of relevant agencies at Islamabad Airport
(08.03.2022)*

English Posters mounted at sitting places in Pakistan Missions Abroad



Attention Overseas Pakistanis
In case of complaint against
any
Federal Government Department
regarding mal-administration,
delay, inattention or injustice
Please contact

Dr. Inam Ul Haq Javeid
Grievance Commissioner For Overseas Pakistanis
Wafaqi Mohtasib (Ombudsman)'s Secretariat
36-Constitution Avenue, G-5/2, Islamabad

 mohtasiboverseasgcommissioner@gmail.com
 051-9217259  051-9217224
 03009500936 Helpline 1055
www.mohtasib.gov.pk

Urdu Posters mounted at sitting places in Pakistan Missions Abroad

بیرون ملک مقیم پاکستانی متوجہ ہوں

وفاقی حکومت کے کسی بھی ادارے کی بد انتظامی،
بد عنوانی یا بے توجہی کے باعث کسی بھی نا انصافی کے
خلاف شکایت کے ازالے کے لئے وفاقی محتسب سے
رجوع کریں

Dr. Inam Ul Haq Javeid
Grievance Commissioner For Overseas Pakistanis
Wafaqi Mohtasib (Ombudsman)'s Secretariat
36-Constitution Avenue, G-5/2, Islamabad

✉ mohtasiboverseasgcommissioner@gmail.com
051-9217259 051-9217224
☎ Helpline 1055
www.mohtasib.gov.pk



The Federal Ombudsman, Mr. Ejaz Ahmad Qureshi addressing the Overseas Pakistanis convention at Convention Centre, Islamabad.(13.03.2022)

NINE MILLION OVERSEAS PAKISTANIS ARE OUR ASSET AND WAFAQI MOHTASIB SECRETARIAT (WMS) TREATS THEIR EVERY COMPLAINT WITH UTMOST SERIOUSNESS

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has taken serious notice of the complaints lodged by Overseas Pakistanis, especially Overseas Pakistanis in South Africa regarding the problems faced at airports. The Federal Ombudsman while addressing the Overseas Pakistanis Convention at Convention Center Islamabad said that One Window Facilitation Desks have been established at all international airports in Pakistan for the convenience of Overseas Pakistanis. He further said that a full-time Grievance Commissioner appointed by him is working in WMS for immediate resolution of grievances of Overseas Pakistanis. He informed the audience that Overseas Pakistanis can also register their complaints online or through Mobile App. He further informed that 178 federal govt. agencies have been integrated with the Complaint Management Information System (CMIS) of the Wafaqi Mohtasib Secretariat and in case a complaint remains un-resolved by an agency for more than 30 days, the same is automatically transferred to the CMIS of the WMS for normal processing and disposal within 60 days. He added that every complainant is automatically notified at every

stage of processing of complaint while complaints of Overseas Pakistanis regarding provincial departments are forwarded to concerned Provincial Ombudsman for action. He said that instructions have been issued to the Pakistan Ambassadors in all Pakistan Missions abroad to hear the complaints of Overseas Pakistanis personally once a week without appointments; and to pass necessary orders for redressal. The Ombudsman informed Overseas Pakistanis that 39,604 complaints were received in 2021 at One Window Facilitation Desks out of which 39,595 were resolved; 13,976 complaints were received in Pakistan Missions out of which 11,313 were resolved and 769 complaints were received by the Grievance Commissioner which were also resolved in the shortest possible time.



Meeting chaired by Honorable Wafaqi Mohtasib Ejaz Ahmad Qureshi in the conference room Wafaqi Mohtasib Secretariat, with the Senior Officers of relevant Federal Agencies, to discuss the grievances of Overseas Pakistanis (16.06.2022)

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi has directed the concerned agencies to take further facilitation measures for the Overseas Pakistanis at the One Window Facilitation Desks (OWFD) at 08 International airports in Pakistan. He said that more than 09 million Overseas Pakistanis are making great contribution by helping their families back home and also taking part in the socio-economic uplift of the country by remitting around 30 billion dollars annually to the country. He said that being a public servant we are duty bound to serve the Overseas Pakistanis with utmost zeal. He directed the Special Secretary Foreign Affairs Dr. Khalid Hussain Memon to revive Khuli Kachehries once a month in the Pakistan Missions abroad to resolve grievances of Overseas Pakistanis. He also directed all other Agencies to appoint an officer of BS-20 as Focal Person in their respective department for liaison with the WMS. He took a serious note of non-functioning of OWFD at Quetta International Airport and directed the concerned authorities to ensure its functioning immediately. The Director Civil Aviation Authority Mr. Sadiq-ur-Rehman told that in the year 2020 International flights from and to Quetta were closed due to prevalence of Covid-19 pandemic. He assured that the OWFD would be operative within a week with all facilities. The Ombudsman further directed all the heads of departments to constitute monitoring team to randomly check the functioning of OWFDs.

Taking cognizance of delay in submission of monthly progress reports by the Pakistan missions, the Ombudsman directed that an Online Interface with the Foreign Office should be established through the CMIS system of WMS to avoid delays. He was chairing a high level meeting to resolve the grievances of Overseas Pakistanis and to review the functioning of One Window Facilitation Desks (OWFDs) at International Airports in Pakistan. The meeting was attended by the Special Secretary Foreign Affairs Dr. Khalid H. Memon, Acting Chairman NADRA Brig. Khalid Latif, DG Bureau of Emmigration &

Overseas Employment Dr. Tahir Noor, Additional Director FIA Mr. Masood Ahmed, Director ASF, Mr. Ehsanullah, Director CAA Mr. Sadiq ur Rehman, Director Central Health Services, Dr. Shaista Habibullah, DG OPF, Ms. Laeeqa Ambreen, AC Customs, Ms. Beenish Rashid, and senior representatives of other relevant departments along with senior officers of Wafaqi Mohtasib Secretariat, Mr. Abdul Moiz Bukhari, Senior Advisor, Mr. Ahmad Farooq, Senior Advisor, Dr. Raania Ahsan, Advisor (Special Initiatives), Mr. Khalid Zaman, DG (Coord), Syed Qamar Mustafa, (PSO to HWM), Mr. M. Saqib Khan, (Registrar WMS), Dr. Inam ul Haq Javeid (Grievance Commissioner for Overseas Pakistanis and Mr. Muhammad Javed Ch. (Director Media).

During briefing session, the Grievance Commissioner for Overseas Pakistanis Dr. Inam ul Haq Javeid informed that 54,349 complaints of Overseas Pakistanis were resolved in the year 2021. He added that 22,295 complaints of Overseas Pakistanis have been resolved in the first quarter of 2022 with the increase of 112% as compared to 10,473 in the corresponding period of the year 2021. He said that the number of complaints have increased due to prompt action, close liaison with the complainants and robust awareness campaign launched to sensitize the Overseas Pakistanis about the functioning of the Office of Wafaqi Mohtasib.



Inspection team of Wafaqi Mohtasib inquiring the issues of late delivery and mishandling of luggage of overseas passengers at Islamabad International Airport (27.04.2022).

FEDERAL OMBUDSMAN CHIDES CAA OVER MISMANAGEMENT IN HANDLING LUGGAGE OF OVERSEAS PASSENGERS AT ISLAMABAD INTERNATIONAL AIRPORT.

DIRECTS TO TAKE DISCIPLINARY ACTION AGAINST THE DELINQUENTS.

The Federal Ombudsman Mr. Ejaz Ahmad Qureshi taking cognizance of complaints against management of Islamabad International Airport regarding late release/ mishandling of baggage of Overseas Passengers, constituted a team of senior officers comprising Dr. Inamul Haq Javeid, Grievance Commissioner for Overseas Pakistanis, Mr. Pervez Haleem Rajput, Consultant and Mr. M. Javed Chaudhary, Director Media to investigate the issue at Islamabad International Airport and submit report. The committee visited Islamabad Airport on

27 April 2022 and submitted its preliminary report after listening to the complaints of general public, witnessing the entire process of baggage handling of Overseas Passengers and holding meeting with the management of the Airport.

The team observed and noted number of complaints of Overseas Passengers of five international flights coming from Saudi Arabia, Qatar, UAE and other countries. The Team observed that overseas and domestic passengers are forced to wait for hours in getting their luggage due to the mismanagement of luggage handling staff of different companies. The Team also noted the difficulties of Overseas Passengers who had to wait for hours in long queue alongwith their children at Immigration counters. It was informed that although there were 40 counters but only 11 were operational due to shortage of staff. The team observed that due to less staff and inadequate number of vehicles for luggage handling the release of luggage was being hampered badly. The Federal Ombudsman taking a serious view of the situation directed the DG Civil Aviation to conduct an inquiry fix responsibility and take disciplinary action against the relevant personnel/contractors. He also directed to take immediate remedial measures according to the following recommendations of Inspection team.

1. Adequate staff from every luggage handling agency including PIA be ensured and their strict monitoring mechanism and SOP may also be devised.
2. Presence of only one Scanner is also the cause of delay in receipt of luggage; therefore, installation of at least two to three more scanners with adequate staff is very necessary.
3. CAA should provide computer plus printer for E-Visa facility at National and International departure terminals for getting print of E-Visa and E-tickets.

4. CAA should ensure that Luggage Handling Agencies will enhance its staff to handle luggage of international flights including Umra/Hajj flights or flights coming from Saudia.
5. FIA should ensure maximum Immigration staff for at least 30 out of 40 desks to handle international passengers.
6. Proper Seating arrangements for public in the Domestic/International arrival and departure terminals be ensured.
7. Sufficient number of wheel chairs for every national and international flight, especially Umra and Hajj flights be ensured.
8. Attendance register should be placed at One Window Facilitation Desk to monitor the attendance of staff of all agencies and monthly progress report regarding complaints/queries resolved & unresolved be dispatched to the Grievance Commissioner for Overseas Pakistanis well in time though their respective Head Office.
9. FIA may ensure two E-Visa gates instead of one E-Visa gate.
10. 1st class/Business Class passengers and “Sohni Dharti Card holders” may be provided separate immigration counters.
11. Room facility for medical team may be ensured at a single place to ensure better medical facilities.
12. Awareness standees should be placed at international departure & arrival terminals. A sign Board for One Window Facilitation Desk may also be installed.

Contact details of Pakistan Missions Abroad

<p>1. ISLAMIC REPUBLIC OF AFGHANISTAN EMBASSY OF PAKISTAN Address: Kart-e-Parwan, Kabul. Phone: (0093) 20-2202745 (0093) 20-2202746 Fax: (0093) 20-2202871 Web: www.mofa.gov.pak/afghanistan E-mail: parepkabul@yahoo.com parepkabul@mofa.gov.pk Weekly Holidays: Friday & Saturday</p>	<p>a. HERAT CONSULATE GENERAL OF PAKISTAN Address: Chaharahy-e-Amreat, Herat. Phone: (0093-40) 231291 Fax: (0093-40) 230811 E-mail: parepherat2011@hotmail.com Weekly Holidays: Friday & Saturday</p>
<p>b. JALALABAD CONSULATE GENERAL OF PAKISTAN Address: House No. 506, Nahia-e-Som, Sector-II, Darul Malomeen, Jalalabad Phone: 0093-60-2001024 Fax: 0093-60-2001023 E-mail: parepjhalalabad@mofa.gov.pk Weekly Holidays: Friday and Saturday</p>	<p>c. KANDAHAR CONSULATE GENERAL OF PAKISTAN Address: Noroz Shah Burj, Ansari Mena, Kandhar. Phone: 0093-30 E-mail: parepkandahar@mofa.gov.pk Weekly Holidays: Friday & Saturday</p>
<p>d. MAZAR-E-SHARIF CONSULATE GENERAL OF PAKISTAN Address: Mian Baba Yadgar Road, Distt. 4th Near Consulate General of Turkey, Mazar-e-Sharif, Afghanistan. Phone: 0093 780 935 333 E-mail: parepmazaresharif@mofa.gov.pk Weekly Holidays: Friday & Saturday (R): +93 798 911 776</p>	<p>2. PEOPLE'S DEMOCRATIC REPUBLIC OF ALGERIA EMBASSY OF PAKISTAN Address: Villa No. 18, Rue Idrissides, Ex. Henri Badin, Bougara, El-Biar, Algiers, Algeria. (P.O. Box No. 395) Phone: (00213-23) 377916 & 18 Fax: 00213-23) 377919 E-mail: parepalgiers@mofa.gov.pk Web: www.mofa.gov.pak/algeria Weekly Holidays: Friday & Saturday</p>

<p>3. REPUBLIC OF ARGENTINA EMBASSY OF PAKISTAN</p> <p>Address: Ollereros 2143, Belgrano C1426 CRM Federal Capital, Buenos Aires, Argentina.</p> <p>Tel: 0054-11 4773-8081 0054-11-4775-1294</p> <p>Fax: 0054-11- 4776-1186</p> <p>E-mail: parepbuenosaires@mofa.gov.pk Pakistan2130@gmail.com tic.buenosaires@commerce.gov.pk (Commercial Section)</p> <p>Weekly Holidays: Saturday and Sunday</p>	<p>4. COMMONWEALTH OF AUSTRALIA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 4 Perth Avenue, Yarralumla, ACT 2600, P.O. Box No. 7130 Yarralumla, Canberra ACT-2600</p> <p>Tel: +(61-2) 61 2 6273 1114</p> <p>Fax: +(61-2) 62731199</p> <p>Website: www.pakistan.org.au</p> <p>E-mail: phc@pakistan.org.au</p> <p>Weekly Holidays: Saturday & Sunday</p>
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<p>5. REPUBLIC OF AUSTRIA EMBASSY OF PAKISTAN</p> <p>Address: Hofzeile 13, A-1190 Vienna (Austria)</p> <p>Phone: (0043-1) 3687381</p> <p>Fax: (0043-1) 3671831 (0043-1) 3687376</p> <p>E-mail: parepvienna@mofa.gov.com</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>6. REPUBLIC OF AZERBAIJAN EMBASSY OF PAKISTAN</p> <p>Address: 106-Attaturk Avenue, AZ 1069, Baku.</p> <p>Phone: (+994-12) 4360839, 4360840</p> <p>Fax: (+994-12) 4360841</p> <p>E-mail: parepbaku@mofa.gov.pk.com</p> <p>Web: www.mofa.gov.pk/azerbaijan/</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p align="center">7. KINGDOM OF BAHRAIN EMBASSY OF PAKISTAN</p> <p>Address: Villa 35, Road No. 1901, Block 319. Hooraa, P.O. Box 563, Manama, Bahrain.</p> <p>Phone: (+973) 17244113 (Diplomatic Wing) (+973) 17263807</p> <p>Fax: (+973) 17255960</p> <p>Web: www.mofa.gov.pk/bahrain</p> <p>E-mail: parepbah@batelco.com.bh Parepbahrain1@mofa.gov.pk</p> <p>Weekly Holidays: Friday and Saturday</p>	<p align="center">8. PEOPLE'S REPUBLIC OF BANGLADESH HIGH COMMISSION FOR PAKISTAN</p> <p>Address: NE(C) 2, Road No. 71, Gulshan II, Dhaka</p> <p>Phone: (0088-02)-58815118</p> <p>Fax: (88-02) 9850673 (Dip Wing) (88-02) 8813316 (Comm. Wing)</p> <p>E-mail: pahicdhaka@mofa.gov.pk</p> <p>Weekly Holidays: Friday & Saturday</p>
<p align="center">9. REPUBLIC OF BELARUS EMBASSY OF PAKISTAN</p> <p>Address: Embassy of the Islamic Republic of Pakistan, Business Centre "Pokrovsky" 100 Pobediteley Avenue Isolated premise No. 8, 6th floor, Minsk No. 601-608, Post Code 220020, Republic of Belarus</p> <p>Phone: +375-17-2478032 +375-17-2478259</p> <p>Fax: +375-17-2477651</p> <p>E-mail: parepminsk@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/belarus</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">10. KINGDOM OF BELGIUM EMBASSY OF PAKISTAN</p> <p>Address: 57 Avenue Delleur, 1170 Brussels, Belgium.</p> <p>Phone: (+32-2) 673 8007</p> <p>Fax: (+32-2) 6753137 (Econ Wing) (+32-2) 675 8394 (Dip Wing)</p> <p>E-mail: parepbrussels@mofa.gov.pk Parepbrussels1@mofa.gov.pk ca@pakistanembassy.be economic.section@belgacom.net pressoffice@embassyofpakistan.be</p> <p>Web: www.pakistanembassy.be</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">11. EMBASSY OF PAKISTAN SARAJEVO (BOSNIA & HERZEGOVINA)</p> <p>Address: Emerika Bluma, 17, 71000, Sarajevo, Bosnia & Herzegovina</p> <p>Phone: (00387-33) 211836, 666657</p> <p>Fax: (00-387-33) 211837</p> <p>E-mail: parepsarajevo@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">12. FEDERATIVE REPUBLIC OF BRAZIL EMBASSY OF PAKISTAN</p> <p>Address: SHIS QI-15, Conjunto-08, Casa-01, Lago Sul, CEP: 71635-280. Brasilia-DF.</p> <p>Phone: (+55-61) 3364-1632 3364-1634</p> <p>Fax: (+55-61) 32977961</p> <p>E-mail: pakistanembassy84@yahoo.com parepbrasilialia@mofa.gov.pk parepbrasilialia@gmail.com</p> <p>Web: www.mofa.gov.pk/</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p align="center">13. REPUBLIC OF BULGARIA EMBASSY OF PAKISTAN</p> <p>Address: Interpreted WTC, 36 Dragan Tsankov Blvd. 1040, Sofia, Bulgaria.</p> <p>Phone: (00359-2) 971 9619</p> <p>Fax: (00359-2) 9710194</p> <p>E-mail: parepsofia@mofa.gov.pk</p> <p>Weekly Holidays: Saturday and Sunday</p>	<p align="center">14. CANADA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 10 Range Road, Ottawa, Ontario K1N 8J3 (Canada).</p> <p>Phone: (1-613) 238-7881-3</p> <p>Fax: (1-613) 238-7296</p> <p>Web: www.pakmission.ca & www.mofa.gov.pk/o</p> <p>E-mail: parepottawa@rogers.com pahicottawa@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">a. TORONTO (CANADA) CONSULATE GENERAL OF PAKISTAN</p> <p>Address: 7880-Keele Street, Units 14-18, Vaughan, Ontario, L4K 3G7.</p> <p>Phone: 1-905 532-0042-43</p> <p>Fax: 1-905-532-9531</p> <p>Web: www.pakmission.ca</p> <p>E-mail: pareptoronto@mofa.gov.pk, pakconsulate@pakmission.ca</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">b. VANCOUVER (CANADA) CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Unit# 201-1281, West Georgia Street, Vancouver BC V6E3J7.</p> <p>Phone: +1 (604) 560 1415 (Reception)</p> <p>Fax: +1 (604) 569 2180</p> <p>Web: www.pcgv.org</p> <p>E-mail: parepvancouver1@mofa.gov.pk (Diplomatic Wing)</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">c. MONTREAL (CANADA) CONSULATE GENERAL OF PAKISTAN</p> <p>Address: 3421 Peel Street, Montreal, Quebec, H3A 1W7, Canada</p> <p>Phone: (1-514)-845-2297-98</p> <p>Fax: (1-514) 845-1354</p> <p>Web: www.pakmission.ca</p> <p>E-mail: parepmontreal@bellnet.ca parepmontreal@mofa.gov.pk</p> <p>Weekly Holidays: Saturdays & Sundays</p>	<p align="center">15. REPUBLIC OF CUBA EMBASSY OF PAKISTAN</p> <p>Address: 5ta Avenida entre 26 y 28, No. 2606, Miramar, Playa, Havana, Cuba.</p> <p>Phone: (53) 7214-1151 / 52</p> <p>Fax: (53) 72141154</p> <p>Web: www.mofa.gov.pk/cuba</p> <p>E-mail: parephavana@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p>16. KINGDOM OF CAMBODIA EMBASSY OF PAKISTAN</p> <p>Address: House No.45, Street No.310, Sangkat Boeung Keng Kang-I, Phnom Penh, Cambodia.</p> <p>Phone: (+855-23) 996890 (+855-23) 996891</p> <p>Fax: (+855-23) 992113</p> <p>E-mail: parepphnompenh@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/cambodia</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>17. PEOPLE'S REPUBLIC OF CHINA EMBASSY OF PAKISTAN</p> <p>Address: No.1-Dong Zhimenwai Da Jie, Sanlitun, Beijing- 100600</p> <p>Phone: (0086-10) 65322504 (0086-10) 65326660</p> <p>Fax: (0086-10) 65323233 (0086-10) 65322715</p> <p>Web: www.pakbj.org.pk</p> <p>E-mail: info@pakbj.com</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p>a. SHANGHAI (CHINA) CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Suite '1111" Tower A, SOHO Zhongshan Plaza, 1055 West Zhongshan Road Changning District, Shanghai-20051</p> <p>Phone: (0086-21) 6237-7000</p> <p>Fax: (0086-21) 6237-7066</p> <p>E-mail: parepshanghai@mofa.gov.pk</p> <p>Website: www.mofa.gov.pk/shanghai</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>b. HONG KONG CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Room No. 803-4, Tung Wai Commercial Building, 109-111 Gloucester Road, Wanchai, Hong Kong.</p> <p>Phone: (+852)28271966</p> <p>Fax: (+852) 28276786</p> <p>E-mail: parephk@netvigatator.com</p> <p>Website: www.pakconhk.com</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p>c. CHENGDU CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Tianfu International Community Villa 302, No. 888, Tianful First Street, Wuhou District, Chengdu, Sichuan Province, P.R. China</p> <p>Phone: +86-28-85268316 +86-28-85268317</p> <p>Fax: +86-28-85268315 (Dip)</p> <p>E-mail: parepchengdu@mofa.gov.pk (Diplomatic Wing)</p> <p>Website: http://www.mofa.gov.pk/chengdu-china/</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>d. GUANGZHOU CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Room No. 705-06, Grand Tower, No. 228 Tianhe Road, Guangzhou, Guangdong, People's Republic of China.</p> <p>Phone: 0086-20-85505679 0086-20-85505680</p> <p>Fax: 0086-20-85505682</p> <p>Web: www.pakbj.org.pk</p> <p>E-mail: parepguangzhou@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p style="text-align: center;">18. CZECH REPUBLIC EMBASSY OF PAKISTAN</p> <p>Address: Stresovicka 56/854, 16200, Prague 6- Stresovice (Czech Republic)</p> <p>Phone: (00420) 233312868 233312884</p> <p>Fax: (00420)-233312885 (Dip Wing)</p> <p>E-mail: pareprague@gmail.com Pareprague1@outlook.com pareprague@mofa.gov.pk consularprague@gmail.com naaa@pakemb.de</p> <p>Web: www.mofa.gov.pk/czechrepublic</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">19. ROYAL KINGDOM OF DENMARK EMBASSY OF PAKISTAN</p> <p>Address: Valeursvej 17, 2900 Hellerup, Copenhagen (Denmark)</p> <p>Phone: (0045) 3962 5298</p> <p>Fax: (0045) 3940 1070</p> <p>E-mail: parepcopenhagen@mofa.gov.pk</p> <p>Website: www.pakistanembassy.dk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p style="text-align: center;">20. REPUBLIC OF DJIBOUTI EMBASSY OF PAKISTAN</p> <p>(M): +253-77-019797</p> <p>E-mail: parepdjibouti@mofa.gov.pk</p>	<p style="text-align: center;">21. ARAB REPUBLIC OF EGYPT EMBASSY OF PAKISTAN</p> <p>Address: 8, El Saluli Street, Dokki, Giza, Cairo.</p> <p>Phone: (0020-2) 37487806, 37487677</p> <p>Fax: (0020-2) 37480310 (Diplomatic Wing) (0020-2) 33360297 (Defence Wing)</p> <p>E-mail: parepcairo@mofa.gov.pk</p> <p>Website: www.mofa.gov.pk/egypt</p> <p>Weekly Holidays: Friday and Saturday</p>
<p style="text-align: center;">22. ETHIOPIA EMBASSY OF PAKISTAN</p> <p>Address: Arada Sub City, Woreda 7, House No. 146, Dejazmach Wolde Gabriel Street, Addis Ababa (Ethiopia), P.O Box No. 19795</p> <p>Phone: (00251-11) 261492 & 261193</p> <p>Fax: (00251-11) 261324</p> <p>E-mail: parepaddisababa@mofa.gov.pk parepaddisababa@gmail.com</p> <p>Weekly Holidays: Saturday and Sunday</p>	<p style="text-align: center;">23. REPUBLIC OF FRANCE EMBASSY OF PAKISTAN</p> <p>Address: 18 Rue Lord Byron, 75008 Paris.</p> <p>Phone: (+33-1) 45622332</p> <p>Fax: (+33-1) 45628915</p> <p>E-mail: parepparis@mofa.gov.pk secretariat.pakistan@gmail.com</p> <p>Web: www.pakembparis.com</p> <p>Weekly Holidays: Saturday & Sunday</p> <p>Consular Section Holidays: Sunday & Monday</p>

<p align="center">24. FEDERAL REPUBLIC OF GERMANY EMBASSY OF PAKISTAN</p> <p>Address: Schaperstrasse 29, 10719 Berlin</p> <p>Phone: (0049-30) 21244299 21244499</p> <p>Fax: (0049-30) 21244210</p> <p>E-mail: mail@pakemb.de berlin@mofa.gov.pk</p> <p>Web: www.pakemb.de</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">a. FRANKFURT (GERMANY)</p> <p>CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Eschenbachstrasse 28, 60596 Frankfurt</p> <p>Phone: (0049-69)-69867850 (0049-69)-698678511-15</p> <p>Fax: (0049-69)-698678517</p> <p>Web: www.pakmissionfrankfurt.de</p> <p>E-mail: parepfrankfurt@t-online.de</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">25. REPUBLIC OF GHANA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: (temporary) Apartment No. 4, First Floor, 23 First Close, Dodi Link Road, Airport Residential Area , Accra. GPS-GA-116-0036</p> <p>Phone: (00233) 540129200</p> <p>E-mail: pahicaccra@mofa.gv.pk hcpakaccra@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">26. GREECE EMBASSY OF PAKISTAN</p> <p>Address: 15 Vekiareli Street, Filothei 15237, Athens</p> <p>Phone: (0030-210) 7290122 7290214 (0030-210) 7290150 (After office hours)</p> <p>Fax: (0030-210) 7257641</p> <p>E-mail: parepathens@gov.pk</p> <p>Web: http://www.pakistanembassy.gr</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">27. HUNGARY EMBASSY OF PAKISTAN</p> <p>Address: Adonisz utca, 3/A, 1125 Budapest.</p> <p>Phone: (+36-1) 3558017, 3558210</p> <p>Fax: (+36-1) 3751402</p> <p>E-mail: parepbudapest@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/hungary</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">28. REPUBLIC OF INDIA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 2/50-G, Shantipath, Chanakyapuri, New Delhi 21</p> <p>Phone: (0091-11) 26110601 26110602 26110605 24100905</p> <p>Fax: (0091-11) 26872339 24677252 26888330</p> <p>E-mail: pakhcnd@gmail.com</p> <p>Web: www.mofa.gov.pk/india</p> <p>Weekly Holidays: Saturday-Sunday</p>

<p style="text-align: center;">29. REPUBLIC OF INDONESIA EMBASSY OF PAKISTAN</p> <p>Address: Jalan Mega Kuningan Bart Blok E.3.9 Kav. 5-8, Mega Kuningan-Jakarta Selatan 12950</p> <p>Phone: (+62-21)57851836-7 Exchange</p> <p>Fax: (+62-21) 57851645 (Dip. Wing) (+62-21) 57851872 (Def. Wing) (+62-21) 57851726 (Com. Wing)</p> <p>E-mail: pakembassyjakarta@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">30. ISLAMIC REPUBLIC OF IRAN EMBASSY OF PAKISTAN</p> <p>Address: Block No. 1, Koocha-e-Ahmed Eitmadzadeh, Khayaban-e-Dr. Hussain Fatimi, Jamshedabad Shomali, Tehran-Iran Post Code 1411813111, (P.O. Box No. 113365-4551)</p> <p>Phone: 0098-21-6694 1388-90 0098-21-6694 4888 0098-21-6694 4890</p> <p>Fax: 0098-21-6694 4898 (Chancery) 0098-21-6694 6682 (N&AA) 0098-21-6694 4893 (Defence) 0098-21-6694 4887 (Press) 0098-21-6694 4889 (Comm)</p> <p>Web: www.pakistanembassytehran.com</p> <p>E-mail: eoptehran@gmail.com (Diplomatic Wing) tehrancomm@yahoo.com (Commercial Wing) infopaktehran@yahoo.com (Press Wing)</p> <p>Weekly Holidays: Thursday & Friday</p>
<p style="text-align: center;">a. MASHHAD (IRAN) CONSULATE OF PAKISTAN</p> <p>Address: Khyaban-e-Imam Khomeini, Opposite Bagh-e-Milli, Mashhad (Iran), P.O.Box No. 91375-1733</p> <p>Phone: (0098-513) 2229845</p> <p>Fax: (0098-513) 2227045</p> <p>E-mail: parepmashhad@mofa.gov.pk</p> <p>Weekly Holidays: Friday and Saturday</p>	<p style="text-align: center;">b. ZAHIDAN (IRAN) CONSULATE OF PAKISTAN</p> <p>Address: Khayaban-e-Razmju Moqaddam, P.O. Box No. 134, Zahidan</p> <p>Phone: (0098-54) 33223389</p> <p>Fax: (0098-54) 33223666</p> <p>E-mail: pakistanconsulatezahidan@gmail.com parepzahidan1@mofa.gov.pk</p> <p>Weekly Holidays: Friday & Saturday</p>

<p style="text-align: center;">31. REPUBLIC OF IRAQ EMBASSY OF PAKISTAN</p> <p>Address: Hotel Al Mansour, Melya, Salehya, Baghdad (Iraq).</p> <p>Phone: +964-783 495 0184 783 495 0183 770 484 3092</p> <p>E-mail: parepbaghdad@mofa.gov.pk (Diplomatic Wing) pakbaghdad@gmail.com</p> <p>Web: www.mofa.gov.pk/baghdad</p> <p>Weekly Holidays: Friday & Saturday</p>	<p style="text-align: center;">32. REPUBLIC OF IRELAND EMBASSY OF PAKISTAN</p> <p>Address: 1B, Ailesbury Road, Ballsbridge, Dublin-4, Ireland.</p> <p>Phone: (00353-1) 2613032, 2613033</p> <p>Fax: (00353-1) 2613007</p> <p>Web: mofa.gov.pk/Ireland</p> <p>E-mail: pakembassydublin@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p style="text-align: center;">33. REPUBLIC OF ITALY EMBASSY OF PAKISTAN</p> <p>Address: Via della Camilluccia 682, 00135, Rome Italy.</p> <p>Phone: (0039-06) 36301775 (0039-06) 3294836</p> <p>Fax: (0039-06) 36301936 (Dip Wing)</p> <p>E-mail: ufficio.ambasiatorepakistan@gmail.com pareprome@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/italy</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">a. MILAN (ITALY)</p> <p style="text-align: center;">CONSULATE GENERAL OF PAKISTAN</p> <p>Address: Via Rosa Massara De Capitani-11, 20158 Milano</p> <p>Phone: 0039- 2-66703271</p> <p>Fax: 0039-2 67479076</p> <p>E-mail: parepmilan@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p style="text-align: center;">34. ABIDJAN (IVORYCOAST) EMBASSY OF PAKISTAN</p> <p>Phone: +2250</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">35. JAPAN EMBASSY OF PAKISTAN</p> <p>Address: 4-6-17, Minami Azabu, Minato-Ku, Tokyo 106-0047.</p> <p>Phone: (81)-3 5421-7741 5421-7742</p> <p>Fax: (81)-3-3445-6816 (Eco Wing) (81)-3-5421-3611 (Def. Wing) (81)-3-5421-3613 (Comm. Wing) (81)-3-5421-3612 (Press Wing) (81)-3-5421-3610 (Dip Wing)</p> <p>Web: www.pakistanembassytokyo.com</p> <p>E-mail: pareptokyo@mofa.gov.pk pakdajap@gmail.com</p> <p>ecowing.pk.embassy@gmail.com comsectk@yahoo.com</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p style="text-align: center;">a. OSAKA (JAPAN) CONSULATE OF PAKISTAN</p> <p>Address: H-1, 4th Floor, ITM Building, Asia and Pacific Trade Centre, 2-1-10, Nanko Kita, Suminoe-Ku, Osaka 559-0034</p> <p>Phone: (81-6) 6569-3106</p> <p>Fax: (81-6) 6569-3107</p> <p>E-mail: pakcom.oka@tdap.gov.pk</p>	<p style="text-align: center;">36. THE HASHEMITE KINGDOM OF JORDAN EMBASSY OF PAKISTAN</p> <p>Address: Villa No. 58, Damascuss Street, P.O Box: 1232, Abdoun Shamali, Amman.</p> <p>Phone: (00962-6) 4622787 (00962-6) 4624680 (962-7) 76444546</p> <p>Fax: (00962-6) 4611633 (Dip Wing) (00962-6) 4636107 (Def Wing)</p> <p>Web: http://www.mofa.gov.pk/amman/</p> <p>E-mail: parepamman@gmail.com parepamman1@mofa.gov.pk</p> <p>Weekly Holidays: Friday & Saturday</p>
<p style="text-align: center;">37. REPUBLIC OF KAZAKHSTAN EMBASSY OF PAKISTAN</p> <p>Address: Street, A25, 10 Almaty District, Nur-Sultan, City, Kazakhstan</p> <p>Phone: +77172331575 +77172 799375</p> <p>Fax: +77172799398 (Dip Wing) +77172799395 (Defence Wing) +77272938591 (comm. Wing)</p> <p>Web: www.Pakistanembassy.kz</p> <p>E-mail: parepastana@mofa.gov.pk (Diplomatic Wing) parepalmaty.trade@yahoo.com (Commerce Wing)</p> <p>Weekly Holidays: Saturday and Sunday</p>	<p style="text-align: center;">38. REPUBLIC OF KENYA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: St. Michael's Road, Off Church Road, Off Waiyaki Way, Westlands, P.O. Box 30045, 00100, Nairobi.</p> <p>Phone: (254-20) 4443911, 4443912</p> <p>Fax: (254-20) 4446507 (Dip Wing) 4443803 (Comm. Wing)</p> <p>Web: www.mofa.gov.pk/kenya</p> <p>E-mail: info@pakhc.or.ke pahicnairobi@gmail.com conspknairobi@gmail.com tdo.commercial@gmail.com</p> <p>Weekly Holidays: Saturday and Sunday</p>
<p style="text-align: center;">39. DEMOCRATIC PEOPLE'S REPUBLIC OF KOREA EMBASSY OF PAKISTAN</p> <p>Address: Building No. 23, Munsudong, Taedonggang District Pyongyang</p> <p>Phone: (008502) 3817277</p> <p>Fax: (008502) 3817622</p> <p>E-mail: pareppyongyang@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">40. REPUBLIC OF KOREA (SOUTH KOREA) EMBASSY OF PAKISTAN</p> <p>Address: 1-97 Dongbinggo-dong, Youngsan-gu, Seoul</p> <p>Phone: (82-2) 796-8252</p> <p>Fax: (82-2) 796-0313 (Dip Wing) (82-2) 796-0316 (CWA Wing)</p> <p>E-mail: heamb@pkembassy.or.kr consular@pkembassy.or.kr commerce@pkembassy.or.kr</p> <p>Web: www.pkembassy.or.kr</p> <p>Weekly Holidays: Saturday and Sunday</p>

<p style="text-align: center;">41. STATE OF KUWAIT EMBASSY OF PAKISTAN</p> <p>Address: Villa 46, Block 11, Street No. 101, Police Station Road, Jabriya, Kuwait</p> <p>Phone: (00965) 25327649, 25327651</p> <p>Fax: (00965) 25327648 (Dip. Wing)</p> <p>Web: www.mofa.gov.pk/kuwait</p> <p>E-mail: parepkuwait@mofa.gov.pk</p> <p>Weekly Holidays: Friday & Saturday</p>	<p style="text-align: center;">42. KYRGYZ REPUBLIC (KYRGYZSTAN) EMBASSY OF THE ISLAMIC REPUBLIC OF PAKISTAN BISHKEK</p> <p>Address: 37-Serova Bayalinova, Street, 720033, Bishkek (Kyrgyzstan).</p> <p>Phone: (+996-312) 373 901-902</p> <p>Fax: (+996-312) 373907</p> <p>E-mail: parepbishkek@aknet.kg parepbishkek@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/kyrgyzstan/</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p style="text-align: center;">43. REPUBLIC OF LEBANON EMBASSY OF PAKISTAN</p> <p>Address: Karam building, 2nd Floor, Brasilia Street, facing Brasilia Pharmacy, Lot 3217, Section 10, Hazmieh, Beirut</p> <p>Phone: +961-5-457891 +961-5-459089</p> <p>Fax: +961-5-459427</p> <p>E-mail: pkemblb@gmail.com parepbeirut@mofa.gov.pk</p> <p>Web: http://www.mofa.gov.pk/lebanon/</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">44. STATE OF LIBYA EMBASSY OF PAKISTAN</p> <p>Address: Street No. 09 Essa Ayub Al-Baroni, Nofleen Area, Tripoli, Libya.</p> <p>Postal address: Embassy of Pakistan, P.O.Box No. 2169, Tripoli, Libya.</p> <p>Phone: (+218-21) 3402311</p> <p>Fax: (+218-21) 3403303</p> <p>E-mail: pareptripoli@gmail.com pareptripoli@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/libya</p> <p>Weekly Holidays: Friday & Saturday</p>
<p style="text-align: center;">45. MALAYSIA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 132 Jalan Ampang, 50450, Kuala Lumpur, Malaysia.</p> <p>Phone: (0060-3) 21618877 to 21611880</p> <p>Fax: (0060-3) 21645958 (Dip Wing) (0060-3) 21625843 (Com Wing) (0060-3) 21624515 (Lab Wing) (0060-3) 21648220 (Def. Wing) (0060-3) 21616637 (Cons Wing)</p> <p>E-mail: pahickl@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">46. REPUBLIC OF MALDIVES HIGH COMMISSION FOR PAKISTAN</p> <p>Address: G. Helengeli, (Postal Code: 20130) Lily Magu, Male'.</p> <p>Phone: (00960)-3323005</p> <p>Fax: (00960)-3321832</p> <p>E-mail: pahicmale@mofa.gov.pk</p> <p>Website: www.mofa.gov.pk/Maldives</p> <p>Weekly Holidays: Friday & Saturday</p>

<p align="center">47. REPUBLIC OF MAURITIUS HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 9-A, Queen Mary Avenue, Floreal, Mauritius.</p> <p>Phone: +230 6988501 +230 6988502</p> <p>Fax: +230 6988405</p> <p>E-mail: pahicportlouis@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">48. MEXICO EMBASSY OF PAKISTAN</p> <p>Address: Boulevard de los Virreyes 1015, Col. Lomas de Chapultepec, Section V, 11000, Mexico City</p> <p>Phone: (5255) 5203-3636</p> <p>E-mail: parepmexico1@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">49. KINGDOM OF MOROCCO EMBASSY OF PAKISTAN</p> <p>Address: 37, Avenue Ahmad Balafrej, Souissi, Rabat.</p> <p>Phone: (+212-537) 631367, 631192</p> <p>Fax: (+212-537) 631243</p> <p>E-mail: pareprabat@mofa.gov.pk conservices.rabat@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">50. REPUBLIC OF THE UNION OF MYANMAR EMBASSY OF PAKISTAN</p> <p>Address: A-4, Diplomatic Quarters, Pyay Road, Yangon.</p> <p>Phone: (+95-1) 222881</p> <p>Fax: (+95-1) 22 11 47 (+95-1) 231 69 75</p> <p>Web: www.mofa.gov.pk/myanmar</p> <p>E-mail: parepyangon@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">51. NEGARA BRUNEI DARUSSALAM HIGH COMMISSION FOR PAKISTAN</p> <p>Address: No. 15, Simpang 247-3, Kampong Lambak Kanan, Jalan Utama Berakas, BE1114, Bandar Seri Begawan, Brunei Darussalam.</p> <p>Phone: (+673) 2424600</p> <p>Fax: (+673) 2424603</p> <p>E-mail: pahicbrunei@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">52. NEPAL EMBASSY OF PAKISTAN</p> <p>Address: P.O.Box No.202, Pushpanjali, Maharajgunj, Chakrapath, Kathmandu</p> <p>Phone: (+977-1) 4374016 (+977-1) 4374024</p> <p>Fax: (+977-1) 4374012</p> <p>Website: http://pakembnepal.org.pk/</p> <p>E-mail: parepkathmandu@mofa.gov.pk pakembktm@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p style="text-align: center;">53. NETHERLANDS EMBASSY OF PAKISTAN</p> <p>Address: Amaliastraat-8, 2514 JC, The Hague.</p> <p>Phone: (0031-70) 3648948</p> <p>Fax: (0031-070) 3106047</p> <p>Website: www.embassyofpakistan.com</p> <p>E-mail: parepthehague@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">54. NEW ZEALAND HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 182-Onslow Road, Khandallah, On 6035</p> <p>Phone: (006-4-4) 4790 026 (0064-4) 4790 027</p> <p>Fax: (0064-4) 4794 315</p> <p>E-mail: pakhcwellington@xtra.com pahicwellington@mofa.gov.pk</p> <p>Website: www.pakistanhc.org.nz</p> <p>Weekly Holidays: Saturday and Sunday</p>
<p style="text-align: center;">55. REPUBLIC OF NIGER EMBASSY OF PAKISTAN</p> <p>Address: Yantala Nord, Boulevard Mali Bureau 50m, Ilot 1368, Parcelle 1, Plateau, P.O. Box.10426, Niamey, Niger.</p> <p>Phone: (00227-20) 753257 (00227-20) 752207</p> <p>Fax: (00227-20) 753255</p> <p>Website: www.mofa.gov.pk/niger</p> <p>E-mail: parepniamemy@hotmail.com</p> <p>Weekly Holidays: Saturday and Sunday</p>	<p style="text-align: center;">56. FEDERAL REPUBLIC OF NIGERIA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: A11022, European Union Crescent, Central Area, FCT, Abuja Post Code 23401</p> <p>Phone: +234 (0) 994610736</p> <p>Fax: 00234-9-4610739</p> <p>E-mail: pakistanhcabuja@gmail.com pahicabuja@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p style="text-align: center;">57. KINGDOM OF NORWAY EMBASSY OF PAKISTAN</p> <p>Address: Hovfare 13, 0275 Oslo, Norway</p> <p>Phone: 0047-24126100</p> <p>Fax: 0047-24126109</p> <p>Website: http://www.pakistanembassy.no</p> <p>E-mail: info@pakistanembassy.no</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">58. SULTANATE OF OMAN EMBASSY OF PAKISTAN</p> <p>Address: Building No.1702, Plot No.1629/1/4, Road No.10, Way No. 2133, Madina Sultan Qaboos, P.O. Box No. 1302 PC-112, RUWI, Muscat</p> <p>Phone: (00968) 24603439 24696511</p> <p>Fax: (00968) 24697462</p> <p>Website: www.pakembassyoman.com</p> <p>E-mail: parepmuscat@mofa.gov.pk pakrep@omantel.net.om</p> <p>Weekly Holidays: Friday & Saturday</p>

<p>59. REPUBLIC OF THE PHILIPPINES EMBASSY OF PAKISTAN</p> <p>Address: 6th Floor, Alexander House, 132 Amorsolo Street, Legaspi Village, Makati City, Metro Manila, Philippines</p> <p>Phone:(0063-2) 8817 2772 8817 2776</p> <p>Fax: (0063-2) 8840 0229</p> <p>E-mail: parepmanila1@mofa.gov.pk cons.manila@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/philippines</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>60. REPUBLIC OF POLAND EMBASSY OF PAKISTAN</p> <p>Address:Ul. Wiertnicza 63, 02-952 Warsaw</p> <p>Phone: (0048-22) 8494808 8494938</p> <p>Fax:(0048-22) 8491160 (Dip Wing) (0048-22) 8492991(Comm Wing)</p> <p>Web: http://www.mofa.gov.pk/Poland/</p> <p>E-mail:parepwarsaw@gmail.com parepwarsaw@mofa.gov.pk. pakcom.pol@tdap.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p>61. REPUBLIC OF PORTUGAL EMBASSY OF PAKISTAN</p> <p>Address: Rua Antonio De Saldanha 46, 1400-021.</p> <p>Phone:(00351) 21-3009070</p> <p>Fax:(00351) 21-3013514</p> <p>E-mail: parep.lisbon.1@mail.telepac.pt pareplisbon@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>62. STATE OF QATAR EMBASSY OF PAKISTAN</p> <p>Address: Building No. 77, Street No. 905, Zone-66, PO Box. 334, Doha, State of Qatar</p> <p>Phone: +974 44832525- 44832236 +97444832227 +974-44830861</p> <p>Web:www.pakmissiondoha.com</p> <p>E-mail: parepdoha@mofa.gov.pk Parepdoha1@mofa.gov.pk</p> <p>Weekly Holidays: Friday & Saturday</p>
<p>63. REPUBLIC OF RAWANDA HIGH COMMISSION FOR PAKISTAN</p> <p>Web: Tel: (O) +250252515560</p> <p>(R) +250788318295 (M) +250788318295</p>	<p>64. ROMANIA EMBASSY OF PAKISTAN</p> <p>Address: Strada General Constantin Budisteanu 28, Sector 1, 010773, Bucharest.</p> <p>Phone: (0040-21)-3187873, 3187876</p> <p>Fax:(0040-21)-3187874</p> <p>E-mail: parepbucharest@mofa.gov.pk consular.bucharest@mlfa.gov.pk</p> <p>Web: www.mofa.gov.pk/bucharest-romania</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p align="center">65. RUSSIAN FEDERATION EMBASSY OF PAKISTAN</p> <p>Address: Khlebny Lane, 4/21, Moscow-121069.</p> <p>Phone: (+7-495) 2326191 Fax: (+7-495) 2326192 (Dip)</p> <p>Web: www.pakistanembassy.ru</p> <p>E-mail: parepmoscow1@mofa.gov.pk Pemoscow1@gmail.com mti.moscow@commerce.gov.pk presscounsellormoscow@gmail.com</p> <p>Weekly Holidays: Saturday and Sunday</p>	<p align="center">66. KINGDOM OF SAUDI ARABIA EMBASSY OF PAKISTAN</p> <p>Address: Diplomatic Quarters, P.O. Box 94007, Riyadh 11693</p> <p>Phone: (00966-11) 4884111, 4884222 Fax: (00966-11) 4887953 4884666, 4887272</p> <p>Web: www.pakembassyksa.com</p> <p>Weekly Holidays: Friday and Saturday</p>
<p align="center">a. KINGDOM OF SAUDI ARABIA Consulate General of Pakistan Jeddah (Saudi Arabia)</p> <p>Address: N 17 E 7 Sector, Mushrefah, Ibrahim Al-Tassan Street 19, Building No. 58, P.O. Box No. 182, Jeddah-21411</p> <p>Phone: +966-12-6692371, 6691046, +966-12-6693309, 6691047, 6691051, +966-12-6690561, +966-12-6673454, +966-12-6606275</p> <p>Web: www.pakconsulatejeddah.gov.pk</p> <p>E-mail: parepjeddah@mofa.gov.pk, cwa1.jeddah@gmail.com, pakcom.jdh@tdap.gov.pk</p> <p>Weekly Holidays: Friday & Saturday</p>	<p align="center">67. REPUBLIC OF SENEGAL EMBASSY OF PAKISTAN</p> <p>Address: Fann Mermoz, Rue 11 x 6, P.O. Box No. 2635, Dakar, Senegal.</p> <p>Phone: (00-221) 338246135 (00-221) 338246136</p> <p>E-mail: parepdakar@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">68. REPUBLIC OF SINGAPORE HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 1- Scotts Road, Shaw Centre # 24-02/04, Singapore-228208</p> <p>Phone: (+65) 67376988 Fax: (+65) 67374096 (+65) 67372275</p> <p>E-mail: Pahicsingapore@mofa.gov.pk secyhc@pakhicom.org.sg consular.sg@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/singapore</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">69. SOUTH AFRICA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 312, Brooks Street, Menlo Park 0081, Pretoria, South Africa.</p> <p>Postal Address: P.O. Box. 11803, Hatfield 0028, Pretoria.</p> <p>Phone: (+27-12) 3624072-73 Fax: (+27-12) 3623967, 362 7808</p> <p>E-mail: pareppretoria1@telkomsa.net pahicpretoria@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p align="center">70. KINGDOM OF SPAIN EMBASSY OF PAKISTAN</p> <p>Address: Calle de Pedro de Valdivia 16, 28006 Madrid (Spain). Phone: (0034-91) 3458986 Fax:(0034-91)3458158, 913458995 E-mail: parepmadrid@mofa.gov.pk Web :www.embassyofpakistan.com Weekly Holidays: Saturday & Sunday</p>	<p align="center">a. BARCELONA Consulate General of Pakistan</p> <p>Address: Avenida Sarria, 27, 08021 Barcelona (Spain) Phone: (0034-93) 4512756 Fax:(0034-93)45107094510343, 4514865 E-mail:parepbarcelonal@hotmail.com Web: www.pakconsulatebcn.com Weekly Holidays: Saturday & Sunday</p>
<p align="center">71. DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: No.42 & 44, Buller's Lane, Colombo-7. Phone: (0094-11) -2055681 Fax: (0094-11)-2055697, 2055682,2055 Web: www.pakistanhc.lk E-mail: pahiccolombo@mofa.gov.pk informationpk@slt.net.lk Weekly Holidays: Saturday & Sunday</p>	<p align="center">72. REPUBLIC OF THE SUDAN EMBASSY OF PAKISTAN</p> <p>Address: House No. 108, Block-1/E, Doha Street, al-Manshiya, Behind Qatar Embassy, East Khartoum, Sudan. Phone: +249-15511-9219(only for local calls) E-mail: parepkhartoum@mofa.gov.pk pakembkhartoum@gmail.com Weekly Holidays: Friday & Saturday</p>
<p align="center">73. SWEDEN EMBASSY OF PAKISTAN</p> <p>Address: Karlavagen 65, 1 tr, 114 49 Stockholm Postal Address: P.O. Box 5872, 102 40 Stockholm. Phone: (0046-8) 203-300 Fax: (0046-8) 249-233 Web: www.pakistanembassy.se E-mail: info@pakistanembassy.se parepstockholm@mofa.gov.pk Weekly Holidays: Saturday & Sunday</p>	<p align="center">74. SWITZERLAND EMBASSY OF PAKISTAN</p> <p>Address: Bernastrasse 47, CH-3005 Berne. Phone: (0041-31) 350 1790/91/92 Fax: (0041-31) 350 1799 E-mail: parepbern@gmail.com Weekly Holidays: Saturday & Sunday</p>

<p align="center">75. SYRIAN ARAB REPUBLIC EMBASSY OF PAKISTAN, DAMASCUS</p> <p>Address: Building No. 49, East Mezzeh, Al-Farabi Street, Damascus.</p> <p>Phone: (+963-11) 6132694/95</p> <p>Fax: (+963-11) 6132662</p> <p>E-mail: parepdam@scs-net.org parepdamascus@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/syria</p> <p>Weekly Holidays: Friday & Saturday</p>	<p align="center">76. REPUBLIC OF SERBIA EMBASSY OF PAKISTAN</p> <p>Address: BulevarKneza Aleksandra, Karadjordjevica 62, 11040 Belgrade</p> <p>Phone: (+381-11) 2661676</p> <p>Fax: (+381-11) 2661667</p> <p>Web: www.mofa.gov.pk/servbia/</p> <p>E-mail: parepbelgrade@mofa.gov.pk parepbelgrade@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">77. REPUBLIC OF TAJIKISTAN EMBASSY OF PAKISTAN</p> <p>Address: Gagarin Street 19, Lotus Hotel, Dushanbe, Tajikistan.</p> <p>Phone:(+992-48) 8886008-09</p> <p>Fax: (+992-48) 8886001-02</p> <p>E-mail: parepdushanbe@mofa.gov.pk</p> <p>Web: http://www.mofa.gov.pk/tajikistan</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">78. KINGDOM OF THAILAND EMBASSY OF PAKISTAN</p> <p>Address: 31 Soi Nana Nua, Sukhumvit-3 Road, Bangkok 10110.</p> <p>Phone: (00662) 2530288, 2530289</p> <p>Fax: 006622530290</p> <p>E-mail: parepangkok@gmail.com paktrade@hotmail.com dao.eop.bkk@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p align="center">79. EMBASSY OF PAKISTAN TUNISIA</p> <p>Address: Avenue Habib Achour, Place Tahar Haddad, Les Berges du Lac-I, Tunis, Tunisia.</p> <p>Phone: 00216-71860440, 71860404</p> <p>Fax: 00216-71860286</p> <p>E-mail: pareptunis@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/tunis www.pakistaniembassy.webs.com</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">80. REPUBLIC OF TURKEY EMBASSY OF PAKISTAN</p> <p>Address: 37 Iran Caddesi, 06700, Gaziosmanpasa, Ankara</p> <p>Phone:(0090-312)-4271410-13 (4 Lines)</p> <p>Fax:(0090-312) 467 1023</p> <p>E-mail: parepankara@mofa.gov.pk parepankara@yahoo.com</p> <p>Web: www.pakembassyankara.com</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p style="text-align: center;">a. ISTANBUL Consulate General of Pakistan</p> <p>Address: Gullu Sokak. No.20, 3 Levent, Istanbul.</p> <p>Phone: (0090-212)3245827, 3249154</p> <p>Fax: (0090-212) 3245170</p> <p>E-mail: papakistanbul1@yahoo.com</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">81. TURKMENISTAN EMBASSY OF PAKISTAN</p> <p>Address: 4/1, Garashsyzlyk Street, Ashgabat</p> <p>Phone: (+993-12) 482128</p> <p>Fax: (+993-12) 482130 (+993-12) 482129 (+993-12) 482132</p> <p>E-mail: papashgabat@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/turkmenistan</p> <p>Weekly Holidays: Saturday-Sunday</p>
<p style="text-align: center;">82. TANZANIA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: Plot No.338, H.No. MKC/1259, Maziede, Garden Road, Mikocheni-B, P.O. Box 61336, Dar-es-Salaam.</p> <p>Phone: 00255-22-2773658</p> <p>Fax: 00255-22-2773713</p> <p>E-mail: pahictanzania@mofa.gov.pk dsalaamtz@gmail.com</p> <p>Web: www.mofa.gov.pk/tanzania</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p style="text-align: center;">83. UNITED ARAB EMIRATES EMBASSY OF PAKISTAN</p> <p>Address: Plot No. 2, Sector W-59, Diplomatic Enclave, P.O. Box No. 846, Abu Dhabi, (UAE)</p> <p>Phone: +971-2-4447800 (6 Lines)</p> <p>Fax: +971-24447172, 4447328, 4447037</p> <p>E-mail: papabudhabi@mofa.gov.pk papabudhabi@pakistanembassyuae.org</p> <p>Web: www.embassyofpakistan.com</p> <p>Weekly Holidays: Friday & Saturday</p>
<p style="text-align: center;">a. DUBAI (U.A.E.) Consulate General of Pakistan</p> <p>Address: P.O. Box No. 340, Khalid Bin Waleed Road, Bur Dubai, UAE.</p> <p>Phone: (+971 4 397 3600, (+971 4 397 2412</p> <p>Fax: +971 4 3971975</p> <p>Email: papadubai1@mofa.gov.pk</p> <p>Web: http://www.mofa.gov.pk/dubai</p> <p>Weekly Holidays: Friday & Saturday</p>	<p style="text-align: center;">84. REPUBLIC OF UGANDA HIGH COMMISSION FOR PAKISTAN</p> <p>Address: Plot No. 971, Diplomatic Zone, Muyenga Tank Hill, P.O. Box 6968, Kampala, Uganda.</p> <p>Phone: (256-41) 4267655</p> <p>E-mail: pakconsuluga@hotmail.com (Consulate) honekat@hotmail.com (Honorary Consul's Personal)</p>

<p>85. UNITED KINGDOM HIGH COMMISSION FOR PAKISTAN</p> <p>Address: 35-36 Lowndes Square, London SW1X 9JN</p> <p>Consular Section: 8 Harriet Walk, London SW1X 8HJ</p> <p>Phone:0044-20-76649200</p> <p>Fax: 0044-20-76649224</p> <p>E-mail:pahic@phclondon.org</p> <p>Web: www.phclondon.org</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>a. BRADFORD (U.K.) Consulate of Pakistan</p> <p>Address: 1-3, Kings gate, Bradford Business Park, Bradford, BD1 4SJ.</p> <p>Phone:0044(0)-1274-308062-64</p> <p>Fax:0044-0-1274-738009</p> <p>E-mail: parepbradford@hotmail.com</p> <p>parepbradford@phclondon.org</p> <p>Web: www.pakconsulatebradford.org</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p>b. BIRMINGHAM (U.K.) Consulate of Pakistan</p> <p>Address: 10A the Wharf 16 Bridge Street Birmingham B1 2JS, UK</p> <p>Phone: 0044(O) 121 6431979</p> <p>Fax: 0044(O)121 6343587</p> <p>E-mail: parepbirmingham@phclondon.org</p> <p>Web: http://www.phclondon.org</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p>c. MANCHESTER (U.K.) Consulate General of Pakistan</p> <p>Address: Pakistan House, 137 Dickenson Road, Rusholme, Manchester M14 5JB</p> <p>Phone: (0044-0161) 225-1786</p> <p>Fax: (0044-161) 225-3281 (0044-0161) 225-2005</p> <p>E-mail: pak_consulate@hotmail.com</p> <p>Web: www.pakmission-uk.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>
<p>d. GLASGOW (U.K.) Consulate of Pakistan</p> <p>Address: 45, Maxwell Drive, Glasgow G41 5JF, Scotland, UK</p> <p>Phone: +44 141 427 5755</p> <p>Fax: +44-141 427 4114</p> <p>E-mail: parepglasgow@mofa.gov.pk parepglasgow@phclondon.org parepglasgow@gmail.com</p> <p>Weekly Holidays: Saturday, Sunday</p>	<p>86. UKRAINE EMBASSY OF PAKISTAN</p> <p>Address: 7, Panfilovtsiv Per., Kyiv, Ukraine, 01015.</p> <p>Phone:(00380-44) 280 2577</p> <p>Fax: (00380-44) 2544530 (Dip Wing) (00380-44) 2889563</p> <p>E-mail:parepkyiv@mofa.gov.pk parepkyiv@gmail.com</p> <p>Weekly Holidays: Saturday & Sunday</p>

<p>87. UNITED STATES OF AMERICA & JAMAICA EMBASSY OF PAKISAN</p> <p>Address: 3517 International Court, N.W. Washington, D.C. 20008 Phone: (1-202) 243-6500 Fax:(202) 686-1598 248339 PARP UR (1-202) 686-1534 (1-202) 686-1544 Web: www.Embassyofpakistanusa.org E-mail: Info@Embassyofpakistanusa.org Weekly Holidays: Saturday & Sunday</p>	<p>a. NEW YORK Consulate General of Pakistan Address: 12 East 65th Street, New York, NY 10065 (USA). Phone: (01-212)-879-5800 Fax: (01-212)-517-6987 Chancery (01-646)-553-3314 Comm. Wing E-mail: cg@pakistanconsulateny.org Consul- General info@pakistanconsulateny.org (Chancery) pakustrade@yahoo.com (Comm. Wing) Web: www.pakistanconsulateny.org Weekly Holidays: Saturday & Sunday</p>
<p>b. LOS ANGELES (USA) Consulate General OF Pakistan Address: 10700, Santa Monica Blvd. Suite 211, Los Angeles, CA 90025. Phone: +1-310-441-5114 +1-310-441-9256 (Dip. Wing) E-mail: pareplosangeles@mofa.gov.pk Web: www.pakconsulatela.org Weekly Holidays: Saturday & Sunday</p>	<p>c. CHICAGO (USA) Consulate General of Pakistan Address: 333 North, Michigan Avenue, Suite 728, Chicago, IL 60601. Phone: 001 (312) 781-1831-33 Fax: 001 (312) 781-1839 E-mail: info@cgpkchicago.org Web: http://www.cgpkchicago.org/ Weekly Holidays: Saturday & Sunday</p>
<p>d. HOUSTON (USA) Consulate General of Pakistan Address: 11850 Jones Road, Houston, TX, 77070 (USA) Phone: (001-281) 890-2223 Fax: (001-281) 890-1433 E-mail:parephouston@sbcglobal.net Web: www.pakistanconsulatehouston.org Weekly Holidays: Saturday & Sunday</p>	<p>88. REPUBLIC OF UZBEKISTAN EMBASSY OF PAKISTAN</p> <p>Address: Building No. 80/82, Abdulla Avloniy Street, Yakkasaray District, Tashkent. Phone: +998-71-230 98 60 & 61 Fax: +998 71230 98 67 (Dip Wing) +998 71 230 98 68 (Def. Wing) Web: www.mofa.gov.pk/uzbekistan E-mail: pakistanembassytashkent@gmail.com pareptashkent@mofa.gov.pk Weekly Holidays: Saturday & Sunday</p>

<p align="center">89. SOCIALIST REPUBLIC OF VIETNAM EMBASSY OF PAKISTAN</p> <p>Address: Villa No.44/2 Van Bao Street, Van Phuc Diplomatic Compound, Ba Dinh District, Hanoi, Vietnam.</p> <p>Phone: (+84-4) 37262251-2</p> <p>Fax: (+84-4) 37262253</p> <p>E-mail: parephanoi@mofa.gov.pk</p> <p>Web: www.mofa.gov.pk/vietnam</p> <p>Weekly Holidays: Saturday & Sunday</p>	<p align="center">90. REPUBLIC OF YEMEN EMBASSY OF PAKISTAN</p> <p>Address: Attan area, behind Haddah Post Office & Haddah Hotel (Immediately adjacent to Embassies of Turkey and Algeria) P.O. Box No. 2848 & 86853 Sana'a.</p> <p>(MISSION TEMPORARILY CLOSED)</p> <p>Phone: (00967-1) 434044-5</p> <p>Fax: (00967-1) 434046</p> <p>E-mail: parepyemen@hotmail.com</p> <p>Website: www.pakistanembassyemen.com</p> <p>Weekly Holidays: Friday & Saturday</p>
<p align="center">91. REPUBLIC OF ZIMBABWE EMBASSY OF PAKISTAN</p> <p>Address: 11 Van Praagh Avenue, Milton Park, P.O. Box 3050, Harare.</p> <p>Phone: (00263-4) 762018 & 762019</p> <p>Fax: (00263-4) 705423</p> <p>Website: www.mofa.gov.pk/zimbabwe</p> <p>E-mail: pakembassyhar@gmail.com parepharare@mofa.gov.pk</p> <p>Weekly Holidays: Saturday & Sunday</p>	

REGIONAL OFFICES OF Wafaqi Mohtasib Secretariat

<p>1. Regional Office, Lahore</p> <p>15-A, 3rd Floor, State Life Building, Davis Road, Lahore. Phone No. (92) 42-99201017-18 Fax No. (92) 42-99201021 Email: ombuds.wmsrol@gmail.com</p>	<p>2. Regional Office, Karachi</p> <p>4-B, Federal Government Secretariat, Saddar, Karachi. Phone No. (92) 21-9920115 Fax No. (92) 21-99202121 E.mail: ombuds.wmsrok@gmail.com</p>
<p>3. Regional Office, Peshawar</p> <p>1st Floor, Benevolent Fund Building, Peshawar Cantt, Peshawar. Phone No. (92) 91-9211570 Fax No. (92) 91-9211571 E.mail:ombuds.wmsrop@gmail.com</p>	<p>4. Regional Office, Quetta</p> <p>1st Floor, Chamber of Commerce, Zarghoon Road, Quetta Opposite NADRA, Headquarter, Quetta. Phone No. (92) 81-9202679 Fax No. (92) 81-9202691 Email: ombuds.wmsroq@gmail.com</p>
<p>5. Regional Office, Sukkur</p> <p>House No.107-A, Near NADRA Office, Sindhi Cooperative Housing Society, Airport Road, Sukkur. Phone No. (92) 71-9310884 Fax No. (92) 71-9310012 E.mail: ombuds.wmsros@gmail.com</p>	<p>6. Regional Office, Multan</p> <p>House No. 15-C, Wahdat Colony, Multan. Phone No. (92) 61-9330026 Fax No. (92) 61-9330027 Email: ombuds.wmsrom@gmail.com</p>
<p>7. Regional Office, Bahawalpur</p> <p>House No. 32-C, Captain Muhammad Sarwar Shaheed Road, Model Town-A, Bahawalpur. Phone No. (92) 62-9255613 Fax No. (92) 62-9255614 Email: ombuds.wmsrob@gmail.com</p>	<p>8. Regional Office, Faisalabad</p> <p>Building No. P-21, New Civil Lines Near Total Petrol Pump, Jail Road, Faisalabad. Phone No. (92) 41-9201055 Fax No. (92) 41-9201021 Email: ombuds.wmsrof@gmail.com</p>
<p>9. Regional Office, D.I.Khan</p> <p>Plot No. 1, Survey No. 79, Quaid-e-Azam Road Near GPO Chowk Cantt, D.I.Khan. Phone No. (92) 966-9280164 Fax No. (92) 966-9280256 E.mail: ombuds.wmsrod@gmail.com</p>	<p>10. Regional Office, Hyderabad</p> <p>State Life Building No.03, 6th Floor, Thandi Sarak, Hyderabad. Phone No. (92) 22-9201601 Fax No. (92) 22-9201600 E.mail: ombuds.wmsroh@gmail.com</p>

<p>11. Regional Office, Gujranwala</p> <p>144-145, 1st Floor, Mumtaz Market, Near NADRA Executive Office, G.T Road, Gujranwala.</p> <p>Phone No. (92) 55-9330616 Fax No. (92) 55-9330636 E.mail: ombuds.wmsrog@gmail.com</p>	<p>12. Regional Office, Abbottabad</p> <p>Room No. 06, District Government Secretariat, Abbottabad.</p> <p>Phone No. (92) 992-9310538 Fax No. (92) 992-9310549 E.mail: ombuds.wmsroa@gmail.com</p>
<p>13. Regional Office, Kharan</p> <p>Regional Office Quetta Road District Kharan, Balochistan.</p> <p>Phone No. (92) 847-510305 Fax No. (92) 847-510305</p>	<p>14. Regional Office, Sargodha</p> <p>Office of Provincial Mohtasib Punjab, P.A.F Road, Near Circuit House, Sargodha.</p> <p>Phone No. (92) 48-9330155 Fax No. (92) 48-9330156</p>



HOW TO REGISTER A COMPLAINT?

Lodging of complaint with Federal Ombudsman is very simple. Any Overseas Pakistani can file his complaint: -

1. By e-mail:
(mohtasiboverseasgcommissioner@gmail.com)
2. By Mobile App - Google Play Store:
www.play.google.com/store/search?q=wafaq%20mohtasib&c=apps
3. By fax (92-51-9217224)
4. By post (36, Constitution Avenue, Opposite Supreme Court of Pakistan, Sector G-5/2, Islamabad.
5. By hand.

IN CASE OF UNRESOLVED COMPLAINTS PLEASE CONTACT:

Dr. Inam Ul Haq Javeid

Grievance Commissioner For Overseas Pakistanis

Wafaqi Mohtasib (Ombudsman)'s Secretariat
36-Constitution Avenue, G-5/2, Islamabad

mohtasiboverseasgcommissioner@gmail.com

Phone #: 051-9217259 Fax#:051-9217224

Mobile: 0303-5095361 Helpline: 1055

Website: www.mohtasib.gov.pk